

International Interface Co., Ltd. Terms of Use of Interpretation Services

Article 1. Purpose

These Terms and Conditions set forth the rights and obligations and other conditions between the party placing an order (hereinafter referred to as the “Customer”) and International Interface Co., Ltd.. (hereinafter referred to as the “Company”) with respect to interpretation and services incidental thereto provided by the Company based on requests from the Customer (hereinafter referred to as the “Services”).

The Services are intended to assist communication between persons who use different languages and are not intended to substitute for any duty to explain, advise, confirm, investigate, or make determinations, or for any responsibility for judgment, borne by any particular qualified professional, expert, party to a transaction, or other person.

Article 2. Definitions

For purposes of these Terms and Conditions, the meanings of the terms set forth in the following items shall be as specified in the respective items.

- (1) “Individual Agreement” means an agreement entered into based on an individual order from the Customer that specifies the interpretation language, date and time, location, method, scope of services, fees, and other conditions.
- (2) “Interpretation User” means a natural person who directly uses interpretation provided through the Services or who makes decisions or otherwise acts after hearing the interpreted content.
- (3) “Conversation Counterparty” means a person who, as the counterparty of the Interpretation User, makes statements, provides explanations, asks questions, gives answers, or otherwise expresses an intention.
- (4) “Interpreter” means any officer, employee, contractor, or other person selected by the Company for the performance of the Services.
- (5) “Real Estate Transaction Interpretation” means interpretation performed in connection with the sale, exchange, lease, brokerage, agency, Explanation of Important Matters, execution of agreements, closing, delivery, management, or other transaction involving land or buildings, or procedures incidental thereto.

If any provision of these Terms and Conditions conflicts or is inconsistent with any provision of an Individual Agreement, the provision of the Individual Agreement shall prevail only to the extent of such conflict or inconsistency; provided, however, that this shall not apply to any provision that is invalid under applicable laws and regulations.

Article 3. Nature of the Services

1. The Customer acknowledges that, due to the nature of interpretation, whereby a speaker's statements are conveyed immediately or consecutively in another language, it may not always be possible to reproduce the content of the source language completely and in exactly the same form because of vocabulary, grammar, cultural background, speaking speed, audio quality, technical terminology, proper nouns, context, and other circumstances.
2. The Company and the Interpreter shall provide the Services with reasonable care, but do not guarantee completeness of the interpretation, word-for-word equivalence, fitness for any particular purpose, or the accuracy of any legal, tax, technical, or other professional judgment.
3. If the Customer or the Interpretation User has any doubt regarding the interpreted content, does not understand any matter, or requires confirmation of a matter important to a decision, the Customer or Interpretation User shall request, at that time, a further explanation, rephrasing, repetition, or other confirmation.
4. If the Company or the Interpreter reasonably determines that appropriate interpretation is difficult due to highly specialized terminology, insufficient materials, poor audio quality, overlapping speech, excessively rapid speech, or other circumstances, the Company or the Interpreter may request interruption of the statement, repetition, rephrasing, presentation of materials, a break, or temporary suspension of the interpretation.
5. The Company may be unable to provide all or part of the Services if it cannot secure an available Interpreter or for any other reasonable reason.

Article 4. Special Provisions for Real Estate Transaction Interpretation

1. Where the Services constitute Real Estate Transaction Interpretation, neither the Company nor the Interpreter shall, in place of any party to the real estate transaction, agent, broker, real estate transaction agent (宅地建物取引士), judicial scrivener, attorney, tax accountant, architect, or other person who is required by law or contract to provide explanations, advice, investigations, confirmations, or determinations, perform any such function.
2. With respect to an Explanation of Important Matters or any other matter that is required by law to be explained by a person holding a particular qualification or by a particular business operator, the duty to provide such explanation shall remain with that qualified person or business operator, and the provision of interpretation by the Company or the Interpreter shall not constitute an assumption by the Company or the Interpreter of all or any part of such duty to explain.
3. Even where the Company is a licensed real estate brokerage business operator, unless the Company has separately accepted an engagement to provide brokerage, agency, or other real estate brokerage services in relation to the relevant real estate transaction, the provision of Real Estate Transaction Interpretation alone shall not be deemed to mean that the Company has

accepted an engagement to provide brokerage, agency, an Explanation of Important Matters, property investigation, review of transaction documents, or any other real estate brokerage service in relation to that transaction.

4. Neither the Company nor the Interpreter shall have a duty independently to verify, investigate, supplement, correct, or advise upon the legal, technical, or factual accuracy, appropriateness, or completeness of any statement made or material presented by the Conversation Counterparty.
5. As a general rule, the Interpreter shall not sign or affix a seal to an Explanation of Important Matters, sale and purchase agreement, lease agreement, or other transaction-related document in any capacity, including as a party, person providing an explanation, confirming person, witness, or interpreter. However, the Company may issue, in the name of the Company, its prescribed "Interpretation Service Confirmation" or other similar document for the purpose of confirming the fact that the Company provided interpretation services.
6. A confirmation issued pursuant to the preceding paragraph is intended solely to confirm the fact that the Company provided interpretation services at the specified date and time, place, and in the specified language, and does not certify or guarantee the completeness, accuracy, appropriateness, or legal effect of the explanation, the contractual terms, or the interpretation.
7. Nothing in this Article shall exempt or limit any statutory or contractual obligation separately borne by the Company as a licensed real estate brokerage business operator in relation to the relevant real estate transaction.

Article 5. Advance Provision of Materials and Information

1. The Customer shall accurately and sufficiently provide, by the deadline designated by the Company, materials, proper nouns, technical terminology, agendas, and any other information that the Company reasonably determines necessary for the proper performance of the Services.
2. In the case of Real Estate Transaction Interpretation, the Customer shall, in principle, provide by the deadline designated by the Company the Explanation of Important Matters, agreement, special provisions, property materials, and any other documents that will be subject to interpretation.
3. If any materials or information referred to in the preceding two paragraphs are not provided by the deadline, or if materials or information not provided in advance are presented during the interpretation, the Company and the Interpreter may, as necessary, request time for confirmation, rephrasing, explanation, or consideration and, if they reasonably determine that appropriate interpretation is difficult, may withhold or discontinue interpretation of the relevant part.
4. If the Customer provides the Company with personal information, confidential information, or materials of a third party, the Customer shall have the lawful authority or consent necessary for such provision.

Article 6. Explanation to and Consent of the Interpretation User

1. Where the Customer and the Interpretation User are different persons, the Customer shall, before commencement of the Services, explain to the Interpretation User that the Services are interpretation services intended to assist communication, that the Interpreter is neither a party to the transaction nor an agent or person legally responsible for providing the explanation, and the provisions of these Terms and Conditions that relate to the Interpretation User, and shall obtain any necessary consent.
2. The Company may, as necessary, request the Interpretation User directly to provide the Company's prescribed "Acknowledgment of Use of Interpretation Services" or other similar confirmation.
3. If the Interpretation User refuses to provide the confirmation set forth in the preceding paragraph, or if the Company reasonably determines that there is a material misunderstanding regarding the nature of the Services, the Company may withhold commencement of the Services or discontinue provision of the Services.

Article 7. Cancellation after Conclusion of Agreement

1. The number of Interpreters, their selection and replacement, and other interpretation arrangements shall be reasonably determined by the Company in consultation with the Customer, taking into account the form of interpretation, language, nature of the services, duration, level of specialization, and other conditions.
2. Unless otherwise specifically agreed, the Customer may not designate a particular Interpreter, and the Company does not guarantee that the same Interpreter will always be assigned.
3. The Company may change the Interpreter as necessary. In such case, the Company shall endeavor, to a reasonable extent, to maintain continuity of the Services.
4. The name, contact details, and other personal information of an individual Interpreter shall not, as a general rule, be disclosed unless disclosure is required by law or the Interpreter has consented to such disclosure.

Article 8. Formation of an Individual Agreement

1. The Customer shall request a quotation by email or by any other method designated by the Company and, after confirming the quotation, email, or other conditions presented by the Company, shall apply for the Services.
2. Before applying, the Customer shall review these Terms and Conditions and the conditions of the Individual Agreement, and an Individual Agreement shall be formed when the Company accepts the application.

3. The Company may refuse to accept an application if any of the following applies:
 - (1) It is clearly foreseeable that these Terms and Conditions will be violated;
 - (2) There is currently a delay in the performance of an obligation owed to the Company, or there is a reasonable concern regarding payment ability or creditworthiness based on a past delay or other circumstances;
 - (3) There is any false statement or omission of any material fact in connection with the application;
 - (4) Identity verification or any other confirmation reasonably required by the Company cannot be completed;
 - (5) The requested services may violate laws and regulations, public order and morals, or the rights of a third party;
 - (6) The applicant falls under any category of Anti-Social Forces specified in Article 19; or
 - (7) The Company otherwise reasonably determines that it would be difficult to provide the Services properly and safely.

Article 9. Changes After Formation of an Individual Agreement

If, after formation of an Individual Agreement, there is any change in the date and time, location, method, content, materials to be covered, period of engagement, or any other condition of the interpretation, the Customer and the Company may, upon consultation, change the fees and other conditions. Depending on the nature of the change, the Company may be unable to accept the change due to the availability of Interpreters or other circumstances.

Article 10. Cancellation After Formation of an Individual Agreement

1. If the Customer cancels an Individual Agreement after its formation for reasons attributable to the Customer, the cancellation fee specified in the Individual Agreement or quotation shall apply.
2. If the Customer constitutes a “consumer” under the Consumer Contract Act of Japan, the cancellation fee set forth in the preceding paragraph shall apply only to the extent that it does not exceed the amount of average damages that would be incurred by the Company as a result of cancellation of agreements of the same type as the relevant Individual Agreement.
3. The Company may require the Customer, in accordance with the Individual Agreement and applicable laws and regulations, to bear actual expenses already incurred by the Company for arrangements for the Interpreter, travel, accommodation, preparation of materials, or other matters.

Article 11. Payment of Fees

The Customer shall pay the consideration for the Services and any incidental expenses by the due date

specified in the Individual Agreement and by the method designated by the Company. Unless otherwise provided in the Individual Agreement, payment shall be due within thirty (30) days after the date on which the interpretation is performed.

Article 12. Fees and Other Expenses

1. The Customer shall pay fees based on the period of engagement from the Interpreter's assembly time until dismissal, or, in the case of an online connection or similar arrangement, from the start time to the end time specified by the Company in the Individual Agreement.
2. Additional charges may apply where the conditions specified in the Individual Agreement are met, including late-night or early-morning hours, extension beyond the scheduled time, or urgent arrangements.
3. If travel to the interpretation venue, meetings on days other than the interpretation date, overnight stays, or any other additional period of engagement is required, the Company may charge engagement fees or other fees in accordance with the Individual Agreement.
4. Transportation expenses, accommodation expenses, facility usage charges, and other actual expenses necessary for performance of the Services shall be borne by the Customer in accordance with the Individual Agreement.

Article 13. Recording, Filming, and Secondary Use

1. If any interpreted audio, video, transcript, or other output of the Services is to be disclosed to a third party, reproduced, distributed, or otherwise secondarily used for broadcasting, streaming, advertising, publication, training, AI training, or any other purpose, the Customer shall obtain the Company's prior written or electronic consent.
2. If the Customer wishes to make an audio or video recording for record-keeping purposes, the Customer shall notify the Company in advance and obtain any consent necessary from the Interpreter and other relevant persons. Nothing in this paragraph shall unreasonably restrict any right permitted by law.

Article 14. Prohibited Conduct and Discontinuation of Services

1. The Customer, Interpretation User, and Conversation Counterparty shall not engage in any of the following conduct:
 - (1) Any unlawful or criminal act, or any act that facilitates such conduct;
 - (2) Violence, threats, defamation, discriminatory statements or conduct, obscene statements or conduct, harassment, or any other act that harms the safety, dignity, or rights of the Interpreter or any third party;
 - (3) Use of the Services while intoxicated, agitated, or otherwise in a condition that prevents

- ordinary conversation;
- (4) Detaining the Interpreter substantially beyond the scheduled time or preventing reasonable breaks;
 - (5) Improperly obtaining the Interpreter's private contact details or other personal information, or soliciting the Interpreter to enter into a direct contract;
 - (6) Requesting the Company or the Interpreter to interpret content that differs from the facts, intentionally omit content, or cooperate in conduct that violates laws and regulations or public order and morals; or
 - (7) Any other conduct that materially interferes with the safe and appropriate provision of the Services.
2. If the Company or the Interpreter reasonably determines that any conduct falling under or likely to fall under the preceding paragraph has occurred, the Company or the Interpreter may, after giving any necessary warning, requesting a pause, or requesting corrective action, discontinue all or part of the Services; provided, however, that the Services may be discontinued immediately in an emergency.
 3. If the discontinuation set forth in the preceding paragraph occurs for reasons attributable to the Customer and the Company incurs any damage or additional expense, the Customer shall bear such damage or expense in accordance with applicable laws and regulations and the Individual Agreement.

Article 15. Disclaimer

1. The Company shall not disclose or divulge to any third party any non-public information disclosed by the Customer or the Interpretation User in connection with the Services (hereinafter referred to as "Confidential Information"), except to the extent necessary to provide the Services.
2. Information falling under any of the following items shall not constitute Confidential Information:
 - (1) Information that was already publicly known at the time of disclosure or thereafter became publicly known through no fault of the Company;
 - (2) Information lawfully possessed by the Company prior to disclosure;
 - (3) Information lawfully obtained from a third party without being subject to any confidentiality obligation; or
 - (4) Information independently obtained or created without reliance on the Confidential Information.
3. The Company may disclose Confidential Information to Interpreters, contractors, and other relevant persons to the extent necessary to provide the Services, and in such case shall implement necessary and appropriate controls.

4. If disclosure is required pursuant to laws and regulations or an order or request of a court, administrative authority, or other competent authority, the Company may disclose Confidential Information to the extent necessary.
5. Personal information shall be handled in accordance with the Company's Privacy Policy and applicable laws and regulations.

Article 16. Scope of Liability and Damages

1. If the Customer incurs damage due to non-performance of an obligation by the Company or a tort committed by the Company in connection with provision of the Services, the Company shall compensate for such damage to the extent attributable to the Company, in accordance with applicable laws and regulations.
2. If damage arises from ordinary negligence of the Company, the damages for which the Company shall be liable shall be limited to direct and actual damages that would ordinarily arise from such non-performance or tort, and, to the extent permitted by applicable laws and regulations, the Company shall not be liable for lost profits, loss of opportunity, indirect damages, or damages arising from special circumstances, even if the Company foresaw or could have foreseen such circumstances.
3. The aggregate amount of liability for damages arising from ordinary negligence of the Company shall be limited to the amount of consideration actually paid by the Customer to the Company under the Individual Agreement that gave rise to the damage.
4. The preceding two paragraphs shall not apply where the damage arose from willful misconduct or gross negligence of the Company, its representative, or any person used by the Company in performance of the Services. Nor shall they apply to the extent that limitation of liability is not permitted under the Consumer Contract Act or any other applicable law or regulation.
5. Nothing in this Article shall expand the nature or scope of the Services set forth in Articles 3 and 4 or create any new obligation on the part of the Company in relation to any explanation, investigation, confirmation, advice, or professional judgment that the Company has not contractually undertaken.

Article 17. Force Majeure

If performance of all or part of the Services becomes impossible or is delayed due to any event beyond the reasonable control of the Company, including natural disasters, fire, war, civil disturbance, terrorism, infectious disease, accident, delay or suspension of public transportation, strike, governmental action, enactment or amendment of laws or regulations, power outage, communication failure, or system failure, the Company shall not be liable for such event unless the event is attributable to the Company's willful misconduct or negligence. The Company shall consider alternative means,

rescheduling, or other measures to the extent reasonably possible.

Article 18. Termination of an Individual Agreement

1. If the Customer breaches these Terms and Conditions or an Individual Agreement and fails to cure such breach despite having been given a reasonable period by the Company to do so, the Company may terminate all or part of the Individual Agreement.
2. If any of the following applies, the Company may terminate all or part of the Individual Agreement without prior notice or demand:
 - (1) Payment is suspended or becomes impossible, a bill or check is dishonored, or the Customer becomes subject to a suspension of transactions by a financial institution;
 - (2) The Customer becomes subject to attachment, provisional attachment, provisional disposition, compulsory execution, auction, or any similar proceeding;
 - (3) A petition is filed for bankruptcy, civil rehabilitation, corporate reorganization, special liquidation, or any other insolvency proceeding;
 - (4) The Customer is dissolved, discontinues its business, or any other event occurs that materially interferes with performance of the Individual Agreement;
 - (5) There is a material violation of the prohibited conduct set forth in Article 14;
 - (6) The Customer violates Article 19; or
 - (7) Any other material circumstance occurs that makes it difficult to continue the contractual relationship.
3. Any unpaid fees, actual expenses, cancellation fees, and other amounts arising in connection with termination under this Article shall be settled in accordance with the Individual Agreement and applicable laws and regulations.

Article 19. Exclusion of Anti-Social Forces

1. The Customer represents and warrants that the Customer, its officers, persons exercising substantial control, employees, agents, or intermediaries in relation to an Individual Agreement are not organized crime groups, members of organized crime groups, persons who ceased to be members of organized crime groups less than five years ago, associate members of organized crime groups, companies or organizations affiliated with organized crime groups, corporate racketeers, persons or groups engaging in criminal activities under the pretext of conducting social or political campaigns, organized special intellectual crime groups, or any other persons equivalent thereto (collectively, "Anti-Social Forces"), and do not have any socially reprehensible relationship with Anti-Social Forces.
2. The Customer shall not use Anti-Social Forces, provide funds or benefits to Anti-Social Forces, or engage in violent acts, fraud, threatening statements, damage to reputation, obstruction of

business, or other similar conduct.

3. If the Customer violates this Article, the Company may terminate the Individual Agreement without any notice or demand. Any settlement upon termination shall be made in accordance with applicable laws and regulations and the Individual Agreement.

Article 20. Amendment of These Terms and Conditions

1. The Company may amend these Terms and Conditions in accordance with the Civil Code of Japan and other applicable laws and regulations if any of the following applies:
 - (1) The amendment is in the general interest of Customers; or
 - (2) The amendment is not contrary to the purpose of the agreement and is reasonable in light of the necessity of the amendment, the appropriateness of the amended provisions, the existence and content of provisions concerning amendments, and other relevant circumstances.
2. If the Company amends these Terms and Conditions, it shall give prior notice of the effective date and details of the amendment by posting them on its website, by email, or by any other appropriate method.
3. The amended Terms and Conditions shall apply to Services provided on or after the effective date of the amendment; provided, however, that this shall not apply where applicable laws and regulations or an agreement between the parties provide for application to an existing Individual Agreement.

Article 21. Severability

If any provision of these Terms and Conditions, or any part thereof, is determined to be invalid, unlawful, or unenforceable under applicable laws or regulations, the validity of the remaining provisions and the remaining portion of such provision shall not be affected. To the extent permitted by applicable laws and regulations, the invalid, unlawful, or unenforceable portion shall be interpreted as having valid content that most closely achieves the purpose of the relevant provision.

Article 22. Consultations

If any matter is not provided for in these Terms and Conditions or an Individual Agreement, or if any question arises regarding their interpretation, the Customer and the Company shall consult in good faith to resolve the matter.

Article 23. Governing Law and Court with Jurisdiction

1. The formation, validity, performance, and interpretation of these Terms and Conditions and each Individual Agreement shall be governed by the laws of Japan.

2. If any dispute arises in connection with these Terms and Conditions or an Individual Agreement, the Tokyo District Court or the Tokyo Summary Court shall be the agreed court of first instance.
3. If the Customer constitutes a “consumer” under the Consumer Contract Act of Japan, the preceding paragraph shall not unreasonably restrict any jurisdictional right or other right afforded to such consumer under applicable laws and regulations.

End

Last updated on December 3, 2024